

Name	Vacant
Supervisor	Manager: Legal & Complaints
Substitute	Legal Administrator
Supervisee/s	Legal Administrator Legal Clerk

Job title	Complaints Investigation Officer
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Purpose of The Position

Conduct investigations into complaints against sheriffs in terms of the Sheriffs Act, regulations and the Code of Conduct. As team leader, supervise the activities of two staff members in the complaints section.

Scope

The Complaints Investigation Officer reports to the Manager: Legal & Complaints Division and is responsible for;

- Investigation of Complaints against sheriffs
- Administration and Management
- Project Management
- General assistance within the legal division

Responsibilities

The Officer's major responsibilities are planning, directing, and co-ordinating the complaints procedures and staff within the team.

Key Performance Areas	Weighting
KPA1: Team leadership and management of complaints investigation process	50
KPA 2: Investigation of complaints	30
KPA 3: Project Management and research	20

KEY PERFORMANCE AREAS	TASK
Team leadership and management of complaints investigation process	<ol style="list-style-type: none">1. Provide integrated functional leadership, planning and decision-making for the team and inspire the team to deliver on the organisations mandate.2. As team leader coordinate the complaints investigations and reporting process in compliance with the Act and supporting legislation.3. Maintain accurate records and provide written reports on a weekly and monthly basis in the prescribed format on complaints statistics and trends analysis to management.

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	<ol style="list-style-type: none"> 4. Oversees electronic database systems for complaints and manage the accurate upkeep thereof 5. Implement the document management and Archives Acts for the storing of digital and hard copy documents related to complaints investigations. 6. Prepares Frequently Asked Questions (FAQ) and other information documents related to the divisions functions for external and internal use 7. Attends and provides advice at meetings in the absence of the Manager: Legal & Complaints 8. Allocate work to team, and monitor and measure performance 9. Assists in designing and conducting training for team members including coaching and mentoring of the team 10. Ensure that personal development plans are in place for each staff member 11. Take corrective action when team members performance is not in line with agreed standards of the Board. 12. Assist the legal manager with the performance management of team members in accordance with the Board's Performance Management Policy.
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KPA	TASK
Investigation of complaints	<ol style="list-style-type: none"> 1. Review all complaints and queries lodged and allocate depending on complexity to the team 2. Reserve complex matters, priority complaints relating to misappropriation to be handled by legal case officer 3. Investigate complaints in accordance with the Act, regulations and Code of Conduct 4. On completion of internal investigation make a recommendation if the matter should be closed or the sheriff to be charged and table to the Complaints Committee of the Board for review. 5. Provide telephonic advice to complainants on any matter related to the Sheriffs Act, regulations and Code of Conduct 6. Conduct telephonic and physical mediations of complaints lodged against sheriffs 7. Consult with stakeholders who attend at the Board's offices to lodge complaints against sheriffs. 8. Adhere to strict time frames on investigations of complaints to maximum 90 days and work on improving turnaround times for speedy resolution of complaints

KPA	TASK

Project Management and research	<ol style="list-style-type: none"> 1. Monitor, track, and report on progress against plans to all stakeholders on any special projects allocated to the division 2. Liaise with stakeholders to ensure that expectations are met and attend stakeholder forums where required including where necessary making presentations 3. Prepares and renders complaints opinions and provides research services to divisional manager and Executive Manager on requests. 4. Drafts documents related to the Board's functions as the regulator and in terms of the Act and supporting legislation relevant to the functions of the sheriffs including newsletter articles at least once a quarter. 5. Keeps abreast of legislation and trends affecting the sheriffs' profession and on a quarterly basis prepare an insightful article for publication in the newsletter and other forums.
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Knowledge, Skills and Abilities

- Demonstrate knowledge of effective practices and complaints investigation procedures.
- Identify “best practices” and establish or adapt existing procedures to maximise organisational performance.
- Make creative and effective use of technology.

Knowledge

The incumbent must have proficient knowledge in the following areas:

Bachelor’s degree in law, and must be in good standing with the relevant law society.
Significant legal experience with at least 3 –5 years practicing in a legal environment
Solid understanding of public sector processes and public sector administrative procedures.

Knowledge of the Sheriff’s Act, Regulations, Code of Conduct and supporting legislation applicable to the sheriffs profession.

Skills

Excellent administration skills.
Excellent with logistics, planning and implementation.
Sound understanding of the Legislation.
Strategic, tactical / operational solution development activities
Influencing skills
Excellent communication / facilitation skills.
Excellent report writing skills
Specialised knowledge
Sound Customer relations

Personal Attributes/Abilities

Communications – strong communication skills

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- Articulate programme strategies, priorities, standards and expectations to staff and stakeholders
- Evaluate the quality of own communication

Constituent Relationships - Manage relationships with stakeholders

- Identify potential constituents with whom to build relationships and flesh out details of those relationships within the context of the SABFS
- Participate in developing recommendations and implementing policies governing relations with stakeholders
- Resolve issues of concern to maintain effective constituent relationships.

Leadership: - Communicate and model SABFS mission and priorities to staff and stakeholders

- Instil pride in meeting work standards among staff.
- Accept personal responsibility for the work performed by others
- Enable and empower staff to take initiative and be creative
- Assist with the implementation of SABFS vision and program goals

Problem Solving - Identify problems that undermine the effectiveness of a programme/process

- Identify and implement workable solutions for program-wide problems, considering the costs, benefits and potential consequences to SABFS.
- Thoroughly thinks out and evaluates alternatives, display initiative to resolve problems.
- Promote staff involvement with and accountability for problem solving as a means to increase staff and organisational capacity

Program Planning and Management: - Manage the development, implementation and evaluation of program activities

- Establish budgets, implementation steps and time frames
- Build consensus with colleagues, stakeholders and management
- Establish standards and expectations for performing work activities and assure the quality of work produced
- Successfully manage multiple projects simultaneously
- Invite critical analysis and perspectives from stakeholders and act on their recommendations to improve program effectiveness

Resource Building and Stewardship:

- Plan budgets needed for program activities.
- Manage relationships with partners to assure continued support
- Develop opportunities to build support for SABFS
- Promote SABFS mission, programs and services and inspire people to support them

Ethics and integrity

- Perceived fairness;
- Tolerance & honesty;
- Consistent in application of policies and procedures

Results Orientation

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- Working through each aspect of a task or project;
- Driving a task or project through to completion.
- Identifies priorities of own tasks and/or activities and effectively allocates own time to complete tasks.
- Identifies priority of team activities and/or projects, establishes, and articulates short to medium term goals.
- Determines project/assignment requirements by establishing frameworks, and ensure that all project and/or functional accountabilities are allocated.

Teamwork:

- Contribute program expertise to the work performed by the team.
- Promote effective interactions among team members and facilitate group discussion
- Negotiate issues that cause conflicts within the team to support effective team functioning.
- Identify needs and providing opportunities for improvement or enhancing team skills.
- Produce reports detailing results achieved.
- Provide critical insight and feedback to teams to enhance performance and results.

Communication:

- Good written and verbal communication;
- Organized thought processes;
- Polite and respectful of others;
- Adapts presentations to the audience

Self-directed

- Acts independently;
- Accomplishes goals without direct management supervisor or relying on other team members;
- Understands gaps in personal skill set and knows where to go to acquire the support needed to get the job done

Workload management:

- Works with little direction and supervision;
- Timely completion of projects;
- Makes time for unplanned assignments;
- Adapts to changing priorities

Other Skills:

- Ability to work under pressure

Print name:.....

Signature:.....

Date:.....